

- Managed vendor performance to maximize profitability and achieve financial objectives.
- Conducted training sessions for online customer portal program.

02/2000 –
08/2011

Director, Marketing Operations & Administration

Hypercom Corporation, Scottsdale, AZ

- Championed the "POS Terminal Replica" Program, generating \$60k in first-year revenue.
- Improved success of nationwide customer loyalty program by proactively implementing change.
- Coordinated with sales, public relations, and other teams to execute product introductions.
- Managed administrative logistics of events including planning, communications, vendor coordination, schedule creation, budget administration, and on-site event coordination.
- Drove operational improvements which resulted in \$52k savings and improved profit margins.

01/1998 –
08/1999

Training Support Specialist

TriWest Healthcare Alliance, Phoenix, AZ

- Administered MS Office continuing education training programs.
- Configured hardware, software, and devices to prepare training stations for employees.
- Maintained confidential records with accuracy and efficiency.

Education

08/2015 –
06/2017

Associate of Science: Business

Maricopa Community Colleges - South Mountain Community College - Phoenix, AZ

08/2015 –
06/2017

Associate of Arts: Communications

Maricopa Community Colleges - South Mountain Community College - Phoenix, AZ

- Graduated magna cum laude

Time Management



Adobe Creative Suite



MS Office Suite



Roadshows



Office Machines



Conflict Resolution



Web Design



Technical Support



Budgeting



Delegating



Volunteer Management



Languages

English



Spanish

